



Alzheimers *New Zealand*

Tauranga / WBOP

HEALTH & SAFETY MANUAL

For Volunteers

Alzheimers Society Tauranga/WBOP Inc.

The purpose of this Health and Safety Manual is to comply with the legal obligations of the Health and Safety at Work Act 2015 by informing all staff, volunteers, clients and others who are associated with the organisation, of potential hazards and dangers, and providing information which will enable people to protect themselves and others from hazards and injury.

This version of the Manual has been written specifically for volunteers. The full version and all associated forms and legislation are available at the office or via email on request.

This document covers all office sites and any other work sites from which the organisation operates.

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1. HEALTH AND SAFETY POLICY STATEMENT

Alzheimers Society Tauranga/WBOP Inc. is committed to ensuring a healthy and safe working environment. The workplace is anywhere that work activities are performed. It includes the use of motor vehicles whilst on work duties and while working in clients' homes.

Health and safety is a shared responsibility with staff, volunteers and others in ensuring a safe and healthy workplace. The Health and Safety at Work Act (HSWA) 2015 includes volunteers, who are required to take part in the process of maintaining a safe and healthy workplace. A safe and healthy work environment is achieved through the co-operation and compliance of every staff member and volunteer with the organisation's procedures and relevant work standards which are developed through a participatory approach.

Staff and volunteers also have responsibilities to themselves, their organisations, other workers, and other people they interact whilst representing Alzheimers Tauranga/WBOP. Staff and volunteers who do not meet these responsibilities can be prosecuted under the HSWA.

Alzheimers Society Tauranga/WBOP's approach to health and safety is to take all practicable steps to identify and eliminate, isolate or minimise all possible hazards, or health and safety risks within the scope of our operation.

The Alzheimers Society Tauranga/WBOP will take all practicable steps to:

- Ensure the health and safety, and prevent injury or harm to its volunteers. This will not be restricted to compliance with health and safety measure required by law
- Providing an induction to health and safety in the workplace and continued training and supervision of volunteers
- Identify and control hazards where possible
- Develop emergency procedures;
- Ensuring systems of work do not lead volunteers to be exposed to hazards in or around their place of work by, provide information, training and supervision on health and safety matters
- Follow accident and incident reporting, recording and investigation procedures
- Ensure volunteers are aware of and comply with the organisation's health and safety requirements
- Developing procedures for dealing with emergencies that may arise while volunteers are at work
- Provide a forum for volunteers to participate in maintaining health and safety in their workplace and evaluate work practices. This is to be done via monthly progress notes or via phone call or email to Navigator or Volunteer Coordinator

Volunteers' responsibilities

The HSWA describes a volunteer as any person who does not expect to be rewarded for work undertaken in their capacity as a volunteer.

A volunteer has health and safety responsibilities to themselves, their organisations, other workers, and other people they interact with at the workplace and shall follow the same health and safety guidelines as staff of Alzheimers Tauranga/WBOP.

- Following the organisation's instructions regarding hazards and health and safety practices
- Reporting hazards
- Not misusing or damaging equipment
- Cooperating with the monitoring of workplace hazards
- Reporting work-related injuries or ill health
- Not undertaking work that is unsafe
- Not interfering with an accident scene
- Attending Health and Safety meetings and training.

2. LEGISLATION

The Health and Safety at Work Act 2015
 Smoke-free Environments Act 1990
 Smoke-free Amendment Act 2003
 Employee Relations Act 2000 and amendments

3. STANDARDS

New Zealand Health and Disability Sector Standards
 New Zealand Home and Community Sector Standards

There are copies of these standards and legislation available at the Alzheimers Tauranga/WBOP office for viewing.

4. HAZARD IDENTIFICATION & MANAGEMENT

Everyone has a responsibility in relation to hazard management, e.g. to identify and control hazards in the workplace.

Definition

A hazard is any activity, situation or substance that can cause harm. "Significant Hazard" means a hazard that is an actual or potential cause or source of:

- serious harm; or
- harm (being harm that is more trivial) the severity of whose effects on any person depend entirely on the extent or frequency of exposure to the hazard; or
- harm that does not usually occur or is easily detectable until the person is exposed to the hazard for a significant time.

Assessment

Hazards can be readily identified by various methods, e.g. physical inspection of work areas; examining work practices and processes; and if accidents have occurred, identification of causative factors.

Hazard Reporting

You must report as soon as practically possible, every accident that harmed or might have harmed (near-miss accident) any volunteer, staff member or client/carer within your workplace to Alzheimers Tauranga/WBOP staff member.

This also includes any hazards that have been identified. This will enable proper control measures to be employed and regularly reviewed to determine if these measures are effective.

The purpose of recording near-misses is to prevent serious harm or death occurring in the future. When considering what a near-miss accident is, volunteers should consider the actual event that occurred, the potential for serious harm or death that was only just avoided, and the ability to prevent it from happening again

Types of hazards

Hazards may be found in the following forms:

- **Physical:** Noise, exposure temperature - hot/cold, vibration, moving machinery parts, manual handling, energy sources, confined spaces, tools, atmospheric conditions, working from heights, ventilation, tripping/falls/slips, stairs or ladders, vehicles, skin cancers.
- **Chemical:** Vapour, mist, gases, dust, fumes, solvents, acids, pesticides, metals, paints, resins, wastes, by-products, spray, aerosols, flammable materials, explosives, corrosives, alkalis, or poisons.
- **Biological:** Fungi, bacteria, enzymes, infected materials, body fluids, or viruses
- **Psychological:** Stress, drugs, alcohol
- **Ergonomic:** Repetition, weights, postures, work patterns, environmental, seating, and lifting.

Refer to individual group hazard identification register in front of the attendance book. In home visit situations the Navigator will inform of any known hazard before visiting commences.

Hazard control

Because of the potential for significant hazards to cause harm, these hazards must be controlled once identified:

- **Eliminate** the hazard from the workplace. If this is not practicable or the hazard cannot be eliminated, then
- **Isolate** persons from the hazard. If this is not practicable or the hazard cannot be totally isolated, then
- **Minimise** the likelihood of harm from the hazard. This usually involves using safe work practices, wearing protective clothing or other apparel, monitoring the work environment and ensuring persons are trained in hazardous work procedures.

5. ACCIDENT AND INCIDENT REPORTING & INVESTIGATION

Accident investigation

The Health and Safety at Work Act 2015 requires all accidents and 'near-misses' to be investigated to ensure that the real cause of the event can be identified; to enable development of effective control measures to prevent accidents; and to meet legislative requirements.

Accident/Incident Record forms are made available for volunteers to detail accidents/incidents and investigations. In group environments report to the Team Leader who will fill in the details and report to Alzheimers Tauranga/WBOP. All events will be recorded by the Manager in an Accident/Incident Register.

First aid

- First aid supplies must be kept fully stocked and placed in a designated, clearly visible and accessible location. All volunteers must be aware of the location of a first aid kit. Within a group environment a notice should be put on a cupboard door or drawer indicating the location of the first aid kit.
- All volunteers should have their Basic First Aid certificate up to date.
- Incidents requiring first aid must be reported as per the procedure below.

Reporting procedure for volunteers – Accidents/Incidents

- All accidents and incidents must be reported to the Team Leader, the Volunteer Coordinator and/or General Manager as soon as possible after its occurrence.
- Incident/accident forms should be completed legibly, factually and objectively. The form may be required as a legal document.
- The Alzheimers Tauranga/WBOP will follow up on all incidents and accidents and will contact all concerned if the incident/accident is one of serious harm.
- Debriefing for significant events will be provided by the manager or designated staff member.

[A copy of Alzheimers Tauranga/WBOP's full reporting procedure is available on request](#)

6. CIVIL DEFENCE - EMERGENCIES

In case of emergency dial 111

and state the service you require, Police, Ambulance or Fire

All volunteers of Alzheimers Society Tauranga/WBOP Inc. have a responsibility to be familiar with the following procedures and be prepared for any emergency.

Evacuation notices are to be prominently displayed and assembly points signposted in Alzheimers Tauranga/WBOP offices.

Volunteers need to be familiar with evacuation plans in other community venues and private dwellings. If visiting a client in their home, ensure you know at least two exits from the home.

Emergency supplies

Emergency equipment is available from the hallway cupboard at the Alzheimers Society office, in the event of any disaster.

It is recommended that volunteers keep a basic first aid kit in their vehicle. For volunteers who regularly visit in a client's home, please familiarise yourself with the location of emergency or first aid supplies.

Emergency Procedures

Fire

- Any person in immediate danger away from the fire;
- Close doors and windows in the area to isolate the fire;
- Call the fire brigade by dialling 111. this may be done by using a telephone in neighbouring premises, a cell phone outside or, if safe to do so, from within the building. clearly state the name and address of the building and the nature of the emergency, e.g. fire alarms ringing
- Fight the fire if it is safe to do so
- A fire extinguisher is located in the kitchen of Alzheimers Tauranga/WBOP office

Leave lights on

- Leave immediately by the nearest safe exit route, move quickly but don't run
- Assist any person with disabilities
- commence moving persons toward the exit away from the danger
- Commence total evacuation to assembly area if fire brigade indicates situation warrants this
- Stay outside the building until the 'all clear' is given
- Complete a detailed incident form as soon as practicable afterwards.

Designated Assembly Area

The Assembly Area for the Alzheimers Tauranga/WBOP office is the grassed area directly across the road. Ensure safety when crossing. Familiarise yourself with the Assembly Areas for community buildings you may be working in. In all cases make sure access for Emergency personnel is maintained.

Earthquake

If there is an earthquake, volunteers are required to take the following actions:

- if you are inside a building, move no more than a few steps towards the middle of the room and drop, cover and hold. Take cover under a strong table or desk, or in a doorway if it is deemed strong enough, to prevent injury from falling objects
- Stay away from glass and windows or heavy items that could fall onto people
- If you are inside a building at the time, stay inside
- If you are outside, move to an open, clear area to avoid falling objects

- Keep calm and assist those who panic
- Assist anyone who is in immediate danger
- Move to the assembly area when the shaking stops
- Treat any injuries
- To reduce the risk of fire and of water damage, turn off heaters, turn off water, electricity, and gas if it is safe to do so
- Listen to the radio for updates on emergency procedures or warnings
- Keep alert as aftershocks may occur
- Complete a detailed incident form as soon as practicable afterwards.

For more details refer to www.getthru.govt.nz

Flood

Normally there are warnings that a flood is developing. Move to higher ground if that is deemed necessary.

If time permits:

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else
- Notify emergency services
- Prepare to evacuate.

If due to internal flooding in building, water pipe burst:

- shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else
- try to identify the source of the flooding if safe to do so
- contact Alzheimers Tauranga/WBOP or inform the management of the facility you are operating out of
- prepare to evacuate.

Physical Threat

If faced with an unreasonable or dangerous person, volunteers should keep themselves safe. The following is the guidelines list:

- Listen to what is being said
- Identify the reason for the confrontation
- Be assertive, confident and calm
- Negotiate – ask the person what they want you to do. If you are not able to do what they want, explain why and suggest alternatives
- Continually check your progress – are you getting through to the person? Is the situation getting better or worse?
- If the person starts to abuse, insult or threaten you, advise them that this is not acceptable, ask them to stop or leave
- If possible, move to a safe distance or safe place
- Phone the Police if there is any risk of physical assault
- Complete a detailed incident form as soon as practicable afterwards.

Robbery

Any robbery, particularly involving weapons, is extremely dangerous. The following steps should be taken:

- Attempt to stay calm. Do not make any sudden movements. Explain any movements you may make to not upset the intruder
- Always do exactly as the offender requests, listening to what they say and following instructions exactly
- Try to remember as much as possible about the events of episode to enable you to record these to assist Police, e.g. physical description, egress from the building, method of escape, etc. Record these details on your own and not in a collaborative way with other staff/volunteers as this will increase the accuracy of the report
- Do not disturb any area/items that may have been touched by the offender.

Following a robbery:

- Notify the Police as soon as it is safe to do so dialling 111
- If possible, the telephone line should be left open until the Police arrive, so that instructions and information can be passed on without delay
- Render first aid to any victims, letting them know professional help is on its way
- Shut and lock the outside door and, if possible, post someone there to allow access to Police.
- Preserve the scene and evidence. Try not to touch anything.
- Complete an incident form as soon as practicable afterwards.

7. SAFETY

Personal safety

All volunteer's and client's personal safety is paramount at all times and all personnel should be encouraged to take care and responsibility with their actions whilst at work.

- The most common cause of injuries are slips, trips and falls;
- Wet and slippery patches on floors must be cleaned up immediately;
- Walk briskly and smartly if necessary but do not run;
- Be aware and careful when opening doors or standing / working near doorways;
- Receive treatment for and bandage all injuries, including small cuts. Volunteers must report them to their Team Leader/Navigator or Alzheimers Tauranga/WBOP as soon as possible;
- Many back injuries are caused through strain at work and can occur in any job within the organisation;
- Never lift beyond your physical limitations; if in doubt, ask for help. This includes helping to lift other people if they have fallen.

General health & safety measures

a) Safe storage

- Think before placing an item down; “Will it be in anyone’s path? Can it be put elsewhere that is safer?”
- Do not store heavy items where they may fall from shelves, e.g. boxes on top of cupboards.
- Do not store poisonous liquids and substances near food or in food containers;
- Store equipment neatly and put it in where it belongs. Tidy storage is good housekeeping which means safer working conditions;
- Store inflammable liquids, paints etc. in proper storage areas;
- Never stand on boxes, crates, drawers, etc. Use a ladder and ensure that its legs are resting firmly on the ground. Check safety ropes, brackets and rungs regularly for wear and weakness;
- Always ensure that ladder feet have rubber caps and are resting firmly on a flat surface prior to ascending;
- Never stand higher than the second last rung of any ladder.

b) Equipment Usage

- Never take short cuts at the expense of safety;
- Do not operate any equipment, particularly electrical and gas equipment that is worn or does not appear to be functioning in its normal manner;
- When using equipment that has a cord or hose, keep the cord or hose taut, not in a twisted condition that may trip people;
- Don’t use equipment with frayed electrical cords. Report them to the Volunteer Coordinator who will organise to have them fixed.

REMEMBER: The unsafe situation you ignore may cause serious injury to yourself or others in the future.

c) Clothing Safety

- Wear clothing appropriate to the area in which you work. Sensible, comfortable clothing and shoes are very important for safety and efficiency;
- Don’t wear shoes that may slip, especially in areas with tiles or highly polished floors. Be aware of shoe grip; leather soles are not recommended.

d) Rubbish Removal

- Never reach into a waste container with your hands to clean out the contents; there is a danger from disease, physical harm from sharp objects, and bites from insects or animals.

8. STRESS AT WORK: GUIDELINES FOR VOLUNTEERS

Alzheimers Society Tauranga/WBOP Inc. is committed to protecting the health, safety and welfare of our volunteers. We recognise that workplace stress is a Health and Safety (OSH) issue and acknowledge the importance of identifying and reducing workplace stressors.

The obligations, duties and rights contained in the Health and Safety at Work Act 2015 (HSWA) make it clear that everyone has a role to play in ensuring health and safety at work.

Possible causes of stress

- Physical – the physical environment in which one works, e.g. temperature, noise, lighting etc.
- Task – the nature of the work itself, the specific activities assigned to the volunteer.
- Role – the expectations that others have of a volunteer's role and function within the organisation, e.g. conflicting or ambiguous expectations.
- Interpersonal – the social, personal and working relationships that exist.

Identifying signs of workplace stress

- Self-reported stress
- Persistent changes in behaviour that are out of character
- Persistent negative thinking
- Constant and increased anxiety and irritability with people
- Poor judgment
- Physical/mental ill-health
- Tension and conflict with or withdrawal from colleagues
- Consistent missed attendances at scheduled visits/training/group volunteering

Alzheimers Tauranga/WBOP obligations

- To identify all workplace stressors and conduct risk assessments to eliminate unreasonable workplace stress or control the risks from stress. These risk assessments will need to be regularly reviewed;
- To create a healthy and positive work environment;
- To ensure good communication between staff and volunteers;
- To ensure volunteers are adequately trained for their roles;
- To ensure that bullying and harassment is not tolerated within the workplace;
- Be vigilant and offer additional support to any volunteer who is experiencing stress outside work.

When stress is suspected

- Do not ignore signs;
- Investigate causes of workplace stress then minimise or eliminate these wherever possible;
- Work with the volunteer to understand and constructively manage/reduce stress;
- Provide support for the volunteer such as supervision.

Volunteer obligations

- Manage your time so you work on the most important tasks;
- Do not take on more than you can manage
- Discuss with the Volunteer Coordinator the issues that are causing you stress, along with any suggested solutions;
- Seek advice and help from others;
- Take whatever practicable measures to reduce stress;
- Accept opportunities for support or counselling when recommended.

9. SMOKE-FREE WORKING ENVIRONMENT

The requirements of the Smoke-free Environments Act 1990 and the Smoke Free Amendment Act 2003 are based on the following principles:

- Everyone is entitled to a smoke-free work environment;
- Volunteers have the right to refuse to be with anyone who smokes or to work in homes where people smoke inside
- Smoking is not permitted in any Alzheimers Society buildings

Alzheimers Tauranga/WBOP has a separate Smoke Free Policy displayed in the entrance of the office. If you are a smoker, please do not smoke while representing our organisation.

10. INFECTION CONTROL

The primary purpose of infection control is to minimise the risk of the spread of infection in the workplace and during the provision of services.

Infections may be viral, bacterial or fungal. Volunteers can be exposed to diseases through respiratory contact, contact with blood and body fluids through broken skin, splashes into eye or mouth, and in some settings from scratching, spitting or biting.

Alzheimers Society staff and volunteers will adopt and follow Infection Control procedures based on the Standard Precautions Model which includes good hygiene practices. The early reporting of symptoms is encouraged so strategies can be put in place to prevent the spread of infection.

Any staff or volunteer unwell before coming to work will report to their immediate supervisor Coordinator to assess appropriateness for coming to work.

Education and information on infection control will be provided for staff and volunteers, particularly in areas where higher risk has been identified.

Standard Precautions

- Washing and drying hands when there is routine physical contact with people
- Hands must be washed after contact with blood or body fluids and before eating, drinking or preparing food; Bio Hazard kits are available for the group environments where the First Aid kit is stored.
- Drying hands thoroughly on single use cloth towels or disposable paper towels;
- Alternatively, hand sanitisers may be used
- Use of protective barriers where appropriate, including gloves, gowns and masks
- Appropriate disposal of waste
- Staff/volunteers who have a cough, cold or other infections should not handle food;

11. DRUGS AND ALCOHOL

Volunteers are expected to report for work duties without any limitations due to the use or after effects of alcohol, illicit drugs, non-prescription drugs, prescribed medication or any other substance.

Any Alzheimers Society volunteer who uses alcohol or non-prescription drugs while working or who reports for work in such a condition that they are unable to safely perform their duties, will be subject to misconduct procedures.

Alzheimers Tauranga/WBOP does not recommend that person living with dementia drinks alcohol as such we cannot condone drinking.

12. BULLYING IN THE WORKPLACE

Bullying is repeated, unreasonable behaviour directed toward a volunteer or worker of Alzheimers Tauranga/WBOP that can lead to physical or psychological harm. A single incident is not considered bullying but can escalate if ignored. Performance management is not considered bullying

Bullying includes but is not limited to:

- Verbal abuse
- Intimidation and threats
- Withholding information that is essential for someone to do their job
- Excluding or isolating others
- Interfering with someone's personal property or work equipment.

It is the role of volunteers to:

- Treat fellow workers/clients/carers and extended whānau with dignity and respect
- Comply with Health and safety policies

Alzheimers Society Tauranga/WBOP Inc. has a separate bullying policy.

13. HARASSMENT

It is prohibited for any volunteer to harass a colleague/client/carer or extended whānau member, or to be subjected to such action.

Sexual harassment includes unwelcome sexual attention, requests for sexual activity or other verbal, visual or physical conduct of a sexual nature in the context of employment, including

- Unwanted touching of, or deliberate brushing against, another person
- Unwelcome obscene jokes or the display of pornographic material
- Unsolicited invitations of a sexual nature
- Direct or indirect requests for any form of sexual activity that contain an
- Implied or overt promise of preferential treatment in employment; or
- Threat of detrimental treatment in employment or about the Employee's present or future employment status; or

- The use of language (written or spoken); visual material; or physical behaviour, of a sexual nature which, directly or indirectly, is unwelcome or offensive to the volunteer (regardless of whether that is conveyed to the harasser) and either by its nature or through repetition has a detrimental effect on the volunteer's performance, or job satisfaction

Any action of harassment should be reported to the Team leader or Volunteer Coordinator immediately or if the complaint is against the Team Leader or Volunteer coordinator report to the General Manager. All complaints of harassment will be investigated, and outcome of the investigation will be communicated to the parties involved, as is allowable without breaching privacy regulations.



Declaration:

I have read and understood Alzheimers Society Tauranga/WBOP Inc. Health and Safety guidelines.

Workplace safety procedures have been demonstrated.

Building evacuation procedures have been demonstrated and the safe assembly area shown, where appropriate

Known hazards have been identified

I agree to abide by these guidelines and take an active role in maintaining Health and Safety for myself and others in the workplace.

Signed

Print name

Employee/volunteer

Date